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**E-GOVERNANCE IMPLEMENTATION IN INDIA- A STUDY ON GLOBAL SCENARIO**

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**ABSTRACT**

The impact of globalization, introduction of new information and communication technologies, and changing demographic and political requirements are redefining the role of governments and public sector organizations. In order to better serve the citizens that they represent, governments and the public sector in general, are looking for more efficient and effective ways to respond to these new challenges. E-governance offers an opportunity to successfully meet some of these challenges. E-governance is the future; many countries are looking forward to for a corruption free government. Governance can be termed as a system where in services to citizens are provided by the administration through a controlling mechanism with four phases, namely - information, interaction, transaction and transformation.

**Keywords:** E-Governance, WAN, G2G, G2C, C2G, G2B, PPP

**INTRODUCTION:**

E-Governance is described as a process of reform in the way government works, shares information, engages citizens and delivers services to external and internal clients for the benefit of both government and the clients that they serve. Specifically, Government harnesses information technologies such as Wide Area Network (WAN), Internet, World Wide Web (www) and mobile computing to reach out to citizens, businesses and other arms of the government. Several dimensions and factors influence the definition of e-governance or electronic governance. The word “electronic” in the term e-governance implies technology driven governance. E-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between government-to-citizens (G2C), government-to-business (G2B), government-to government (G2G) as well as back office processes and interactions within the entire government framework. Through e-governance, government services

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will be made available to citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens and businesses/interest groups. In e-governance there are no distinct boundaries. Generally four basic models are available government to customer (citizen), government to employees, government to government and government to business.

### **REVIEW OF LITERATURE:**

Youth I.N.C., (2005) The starting point for conceptual definition of electronic governance (e-governance) is a notion of governance. The actual term governance comes from an ancient Greek word, kebernon, which means to steer. In current usage, to govern means to steer, to control, and to influence from a position of authority. Therefore, governance is an exercise of power for steering social systems, as well as a process by which organizations are directed, controlled, and held to account. It is also regarded as a set of the systems and processes concerned with ensuring the overall direction, effectiveness, supervision and accountability of an organization (Cornforth, 2003).

UNESCO (2005) regards governance as a basic concept which refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens' articulation of their interests and exercise of their legal rights and obligations

Rao (2003) defined electronic governance as the use of information and communication technologies (ICT) for the planning, implementation, and monitoring of government programs, projects and activities. E-governance may be understood as the performance of the public governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the general public, and other agencies, and for performing government administration activities. Automation of government external operations and their interactions with citizens also reduces the cost and improves the responsiveness bringing the benefits for both - the government and the citizens.

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Ahmadabad (2003), e-governance is expected to help deliver cost-effective and easy to access service to citizens, and improve processing of transactions both within the government, and between the government and other agencies.

### **IMPORTANCE OF STUDY**

It is widely believed today that e-governance means getting automated. E-governance means providing citizen's with a central point of access to government services. E-governance requires net-centric attitude. Net-centric means leveraging the power of the network. For most of us, this means using the Internet. This is particularly true if we are simply automating outmoded ways of doing things and inefficient processes. India has shown that they are developing their information technology economy using net-centric tools. They are delivering products and services using the net-work.

### **OBJECTIVE OF STUDY**

The objectives are to make government administration more transparent, speedy and accountable, while addressing the society's needs and expectations through efficient public services and effective interaction between the people, businesses and government

### **NEED OF THE STUDY:**

The study is needed to be a clear understanding and appreciation of the purpose to be achieved through e-Governance. In the past, a large number of government practices appear to be based on what technology can achieve rather than what the citizens need and E-Governance should not be taken up merely to demonstrate the capability of an existing technology, but the technology should be adopted to solve an existing problem. Citizen-centricity should be at the heart of all e-Governance initiatives.

### **METHODOLOGY:**

This research was done from secondary data from academic journals, articles, books, reports, and materials available on the Internet. The focus was on literature review of published national and international information resources with special attention given to literature published by international organizations and national governments.

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## SCOPE OF THE STUDY:

The study is Governance is all about flow of information between the Government to Citizens, Government to Businesses, Government to Government and Government to Business of the study.

## E-GOVERNANCE IN INDIA:

### **1. To build technical infrastructure/framework across India**

India lacks a full fledged ICT framework for implementation of e-governance. Complete implementation of E-governance in India will include building technical Hardware and Software infrastructure. It will also include better and faster connectivity options. Newer connectivity options will include faster Broadband connections and faster wireless networks such as 3G and 4G. The infrastructure must be built by Government, Private Sector as well as individuals. Infrastructure will also include promotion of Internet Cafes, Information and Interactive Kiosks. However while building technical infrastructure, disabled persons must also be considered. The technology implemented, shall incorporate the disabled persons.

### **2. To build institutional capacity**

Apart from building technical infrastructure, the Government needs to build its institutional capacity. This will include training of Government employees, appointment of experts. Along with the Government has also to create an Expert database for better utilization of intellectual resources with it. Apart from this, the Government has to equip the departments with hi-technology and has also to setup special investigating agency.

### **3. To build legal infrastructure**

For better implementation of e-governance, the Government will need to frame laws which will fully incorporate the established as well as emerging technology. Changing technology has changed many pre-established notions; similarly the technology is growing and changing rapidly. It is important, that the Government makes laws which incorporate the current technology and has enough space to incorporate the changing future technology. These IT laws need to be flexible to adjust with the rapidly changing technology. Currently India has only the IT Act, 2000 which is mainly an E-Commerce legislation. India has also modified many laws to include electronic technology; however it is not sufficient to cover e-governance completely.

### **4. To build judicial infrastructure**

Overall technological awareness in current Judges is very low. The judiciary as a whole needs to be trained in new technology, its benefits and drawbacks and the various usages. The judiciary may alternatively appoint new judges with new judges and setup special Courts to deal with the matters relating to ICT. The Government can also setup special tribunals to deal with matters relating with ICT.

#### **5. To make all information available online**

The Government has to publish all the information online through websites. This can be facilitated through centralised storage of information, localisation of content and content management. The information of government is public information; therefore the citizens are entitled to know every piece of information of the Government, because the Government is of the People, by the People and for the People.

#### **6. To popularise E-governance**

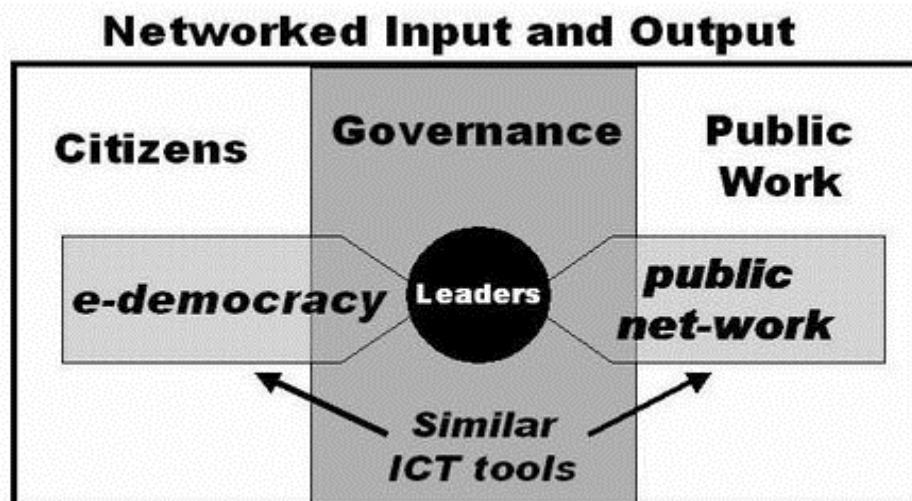
Literacy percentage in India is alarming. The whole world is moving towards e-governance, but India still lacks in the literacy department. The people need to be educated and made e-literate for e-governance to flourish. There are very few e-literate people in India is very low. The Government needs to campaign for e-governance, increase people's awareness towards e-governance. Government can only encourage people to go online if it can make people feel comfortable with e-governance. This can be done through educating the people about the advantages of e-governance over physical governance. This can also be done through raising awareness of the leaders who can motivate the people to go online.

#### **7. Centre-State Partnership**

Indian setup is quasi-federal. Therefore Centre-State and inter-state cooperation is necessary for smooth functioning of the democratic process. This cooperation is also necessary for successful implementation of e-governance. This cooperation shall extend to Centre-state, inter-state and inter-department relationships. For the same the Government can setup a Central Hub like the current Government of India portal, for accessing the information of all the organs of the central government and also all the state government. The states can cooperate with the Centre to create a National Citizen Database.

### 8. To set standards

Finally it is important to set various standards to bring e-governance to the quality and performance level of private corporate sector. The Government of India is currently working on standards management and has various drafts prepared for the same. These standards include following: Inter-operability standards, Security standards, Technical standards, Quality standards. Government websites in India currently have no uniform standard. Many Government of Maharashtra websites differ in standards within even two of its WebPages. There is no set standard as to quality of the information, document, the formats, etc. It is very important for the Government to set uniform national standards to be followed by all the Governments and agencies.



### E-GOVERNANCE IMPLEMENTATION IN INDIA.

Implementation of e-Governance is a highly complex process requiring provisioning of hardware & software, networking, process re-engineering and change management. Based on lessons learnt from the past and the experience from successful e-Governance applications, the approach and methodology adopted for NeGP contains the following elements:

**i. Common Support Infrastructure:** NeGP implementation involves setting up of common and support IT infrastructure such as: State Wide Area Networks (SWANs), State Data Centers (SDCs), Common Services Centers (CSCs) and Electronic Service Delivery Gateways.

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**ii. Governance:** Suitable arrangements for monitoring and coordinating the implementation of NeGP under the direction of the competent authorities have also been substantially put in place. The programme also involves evolving/ laying down standards and policy guidelines, providing technical support, undertaking capacity building, R&D, etc. DEITY is required to adequately strengthen itself and various institutions like NIC, STQC, CDAC, NISG, etc. to play these roles effectively.

**iii. Centralised Initiative, Decentralised Implementation:** e-Governance is being promoted through a centralized initiative to the extent necessary to ensure citizen-centric orientation, to realise the objective of inter-operability of various e-Governance applications and to ensure optimal utilization of ICT infrastructure and resources while allowing for a decentralised implementation model. It also aims at identifying successful projects and replicating them with required customisation wherever needed.

**iv. Public-Private Partnerships (PPP):** PPP model is to be adopted wherever feasible to enlarge the resource pool without compromising on the security aspects.

**v. Integrative Elements:** Adoption of unique identification codes for citizens, businesses and property is to be promoted to facilitate integration and avoid ambiguity.

**vi. Programme Approach at the National and State levels:** For implementation of the NeGP, various Union Ministries/Departments and State Governments are involved. Considering the multiplicity of agencies involved and the need for overall aggregation and integration at the national level, NeGP is being implemented as a programme, with well-defined roles and responsibilities of each agency involved. For facilitating this, appropriate programme management structures have also been put in place.

## **E-GOVERNANCE COVERS THE RELATIONSHIPS**

- A. Government to Citizen (G2C)
- B. Citizen to Government (C2G)
- C. Government to Government (G2G)
- D. Government to Business (G2B)

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### A. Government to Citizen

Government to Citizen Relationship is the most basic aspect of E-Governance. In modern times, Government deals with many aspects of the life of a citizen. The relation of a citizen with the Government starts with the birth and ends with the death of the citizen. A person transacts with the Government on every corner of his life. May it be birth registration, marriage registration, divorce or death registration.

The G2C relation will include the services provided by the Government to the Citizens. These services include the public utility services i.e. Telecommunication, Transportation, Post, Medical facilities, Electricity, Education and also some of the democratic services relating to the citizenship such as Certification, Registration, Licensing, Taxation, Passports, ID Cards etc.

Therefore E-Governance in G2C relationship will involve facilitation of the services flowing from Government towards Citizens with the use of Information and Communications Technology (ICT).

1. E-Citizenship - E-Citizenship will include the implementation of ICT for facilitation of Government Services relating to citizenship of an individual. It may involve online transactions relating to issue and renewal of documents like Ration Cards, Passports, Election Cards, Identity Cards, etc. It will require the Government to create a virtual identity of every citizen so as to enable them to access the Government services online. For the same, Government would need to create a Citizen Database which is a huge task.

2. E-Registration - E-Registration will cover the online registration of various contracts. An individual enters into several contracts during his life. Many of these contracts and transactions require registration for giving it legality and enforceability. Such registration may also be made ICT enabled. E-registration will help to reduce a significant amount of paperwork.

3. E-Transportation - E-Transportation services would include ICT enablement of services of Government relating to Transport by Road, Rail, Water or Air.\

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4. E-Health - E-Health services would be ICT enablement of the health services of the Government. Under this interconnection of all hospitals may take place. A patient database may be created. A local pharmacy database may also be created. All this can be done.

5. E-Education - E-Education would cover the implementation of ICT in imparting of education and conducting of Courses. Distant as well as classroom education will be facilitated with the use of ICT. Use of internet can reduce the communication time required in Distance education; Internet may also help in conducting online classes.

6. E-Help - E-Help refers to facilitation of disaster and crisis management using ICT. It includes the use of technologies like internet, SMS, etc. for the purpose of reducing the response time of the Government agencies to the disasters. NGOs help Government in providing help in situations of disasters. Online information relating to disasters, warnings and calls for help can help the Government and the NGOs coordinate their work and facilitate and speed up the rescue work.

7. E-Taxation - E-Taxation will facilitate the taxing process by implementing ICT in the taxing process. Online tax due alerts and online payment of taxes would help transact faster.

### **B. Citizen to Government**

Citizen to Government relationship will include the communication of citizens with the Government arising in the Democratic process like voting, campaigning, feedback, etc.

1. E-Democracy - The true concept of Democracy includes the participation of the citizens in the democratic and governing process. Today due to the increased population the active participation of the citizens in governing process is not possible. The ICT can help enable the true democratic process including voting, public opinion, feedback and Government accountability.

2. E-Feedback - E-Feedback includes the use of ICT for the purpose of giving feedback to the Government. Lobbying is pursuing the Government to take a certain decision. Use of ICT can enable online feedback to the Government, online debates as to the Government services.

### **C. Government to Government**

G2G relationship would include the relationships between Central and State Government and also the relationship between two or more Government departments.

1. E-administration - E-administration would include the implementation of ICT in the functioning of the Government, internally and externally. Implementation of ICT can reduce the communication time between the Government Departments and Governments. It can substantially reduce paperwork if properly used. E-administration will also bring morality and transparency to the administration of Government Departments.

2. E-police - The concept of E-police is little different from Cyber-Police. Cyber Police require technology experts to curb the electronic/cyber crimes. E-police refers to the use of ICT for the purpose of facilitating the work of the Police department in investigation and administration. The concept of E-police includes databases of Police Officers, their performances, Criminal databases – wanted as well as in custody, the trends in crimes and much more. ICT can help reduce the response time of the Police department and also reduce cost by reducing paperwork.

3. E-courts - The concept of E-Court will include the ICT enablement of the judicial process. Technology may help distant hearing, online summons and warrants and online publication of Judgments and Decrees.

### **D. Government to Business**

1. E-Taxation - Corporate sector pays many taxes, duties and dues to the Government. Payment of these taxes and duties will be made easier by E-Taxation. Online taxing and online payment of taxes can help reduce cost and time required for physical submission of taxes. ICT can also help crosscheck the frauds and deficiencies in payment, further bringing accuracy and revenue to the Government.

2. E-Licensing - Companies have to acquire various licences from the Government, similarly the companies have to acquire various registrations. ICT enablement of the licensing and registration can reduce time and cost.

3. E-Tendering - E-Tendering will include the facilities of online tendering and procurement. It will be online alerts as to new opportunities of business with the Government and also online

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submission of tenders and online allotment of work. It will reduce time and cost involved in the physical tendering system.

### **CONCLUSION:**

The e-government readiness assessment allows systematic adaptation to the local needs in developing countries and its application to different levels of government. Building national capacities for regular e-government assessment and establishing partnership with key stakeholders is imperative in developing countries for ensuring ownership and commitment on the strategy and enabling its sustainable implementation to best contribute to good governance and development agenda.

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